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Duke, Daphne

From: Matt Dean <mdean@telecompliance.net>
Sent: Thursday, January 22, 2015 6:02 PM
To: PSC_CLECreport
Cc: Grigsby, Kaitlyn
Subject: Service Quality Report - 4th Quarter 2014 - Global Connection Inc. of America
Attachments: SC 2014 Q4 Qos - GCI.xlsx; SC QoS 2014 Q4 Cvr Ltr - GCI.pdf

Dear Commission, with copy to ORS,

Attached please find the Service Quality Report for Global Connection Inc. of America, for the 4th Quarter for 2014. If you have any questions or if anything further is required, please let me know.

Thank you,

Matt W. Dean
Director of Regulatory Compliance
Telecom Professionals, Inc.
P.O. Box 720128
Oklahoma City, OK 73172-0128

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12316 Hidden Forest Boulevard
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JAN 23 2015
PSC SC
MAIL / DMS



Judith A. Riley, J.D.

12316 Hidden Forest Blvd.
Oklahoma City, Ok 73142

January 22, 2015

VIA Email to CLECreport@psc.sc.gov

Public Service Commission of South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210
(803) 896-5125
CLECreport@psc.sc.gov

RE: Service Quality Report – 4th Quarter 2014 (ending December 31, 2014)

Dear Commission, with copy to Office of Regulatory Staff.

Please find the 4th quarter 2014 SCPSC Quarterly Service Quality Report for Global Connection Inc. of America. If you need further information, or if you have questions, please contact me at (405) 755-8177 ext. 103, or by email at mdean@telecompliance.net.

Sincerely,

/s/ Matt Dean

Matt Dean
Regulatory Agent

Cc: Kaitlin Grigsby; Office of Regulatory Staff; kgrigsby@regstaff.sc.gov

SCPC CLEC - QUARTERLY SERVICE REPORT

SOUTH CAROLINA OPERATIONS

4th Quarter Results

Oct, Nov, Dec 2014

COMPANY NAME Global Connection Inc. of America

QUARTER/YEAR 4th Quarter / 2014

Month:	<u>October</u>	<u>November</u>	<u>December</u>
Number of customer Access Lines	<u>1,822</u>	<u>1,775</u>	<u>1,721</u>
	<u>84</u>	<u>63</u>	<u>72</u>
Trouble Report / Access Line (%)	<u>4.61%</u>	<u>3.55%</u>	<u>4.18%</u>
Customer Out of Service Clearing Times (%)	<u>95%</u>	<u>95%</u>	<u>95%</u>
New Installs Completed within 5 Days (%)	<u>95%</u>	<u>95%</u>	<u>95%</u>
Commitment Fulfilled (%)	<u>99%</u>	<u>99%</u>	<u>99%</u>

Comments / Explanations _____

Person Making Report / Contact Information Michael Khoury

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